



**Utah County Sheriff's Office**  
**presents**

**Citizen's**  
**Dispatch Academy**

**Mission Statement**

The purpose of the Citizen's Dispatch Academy is to enhance police/public safety and community relations,. The Utah County Sheriff's Office believes the success of crime prevention and detection lies primarily with a strong relationship and partnership with the community. The better the community gets to know the men and women of the Sheriff's Office, Utah County Fire and EMS who serve their community, the more they can accomplish together. We can work together to instill the ideal that crime and terrorism are not just a police problem, it's everyone's problem.

The primary goal of the Utah County Sheriff's Office Citizen's Dispatch Academy is to afford citizens of Utah County the opportunity to learn about the many aspects of Dispatch and Public Safety. We believe this can be accomplished by allowing the public the opportunity to learn about the operations of the Sheriff's Office, Fire and EMS. The Citizen's Dispatch Academy is designed to give members of the community an overview of what police/public safety work is really like. The Citizen's Dispatch Academy is a miniature version of the Dispatch training academy. A strong relationship will improve the quality of life for all citizens in Utah County. The Citizens Dispatch Academy will also function as a forum for citizens to provide feedback and make relevant suggestions.

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## Course Description

**The Citizen's Dispatch Academy consists of 16 hrs of training. The training will be split up into 4, 4 hour segments. The training will consist of classroom and practical application. Some of the training includes:**

1. Police Dispatch and Fire Dispatch Tour
2. Sheriff's Office and Jail tours
3. Ride Along with Deputy
4. Community Oriented Policing programs
5. Use of 10-code
6. Functions of Dispatch
7. Conflict Resolution Techniques
8. Basic EMD Training
9. Stress Management Training
10. Spillman and CAD training

## Who May Attend?

Participation in the first Citizens Dispatch Academy classes will be comprised of a cross section of citizens from Utah County. Individuals with an interest in the profession of Dispatch are encouraged to attend. This will give them an inside look at the workings of the Dispatch profession. Participants must be 21 years of age or older and a resident of Utah County. All applicants must fill out an application, hold a current Utah Drivers License, sign a liability waiver, and submit to a Criminal History check.

## How Do I apply for the Academy?

Pick up an application at the Utah County Sheriff's Office, or down load the application from the Utah County Web Page [www.utahcountyonline.org](http://www.utahcountyonline.org) and email the application to [ucso.cindym@state.ut.us](mailto:ucso.cindym@state.ut.us) or [ucso.ioannm@state.ut.us](mailto:ucso.ioannm@state.ut.us)

## Who teaches the Academy?

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Dispatchers, Deputies, civilians and other public safety officials who are chosen for their expertise in the topics being taught.

## Location and dates of the Academy

The classes will be held in the Emergency Operations Center at the Utah County Sheriff's Office Security Center, 3075 N Main Street, Spanish Fork Utah.

## Attendance Requirements

Students should plan to attend every session. Any student who misses more than 2 hrs will not be allowed to graduate. However, then will still be allowed to attend all other session until the end of the academy.

## Graduation

Upon successful completion of the academy, there will be a ceremony where the participants will receive a certificate of completion, and a class photo.



## Session One Class Schedule

**Class One:** **Wednesday, October 12, 2005 6:00 p.m. to 10:00 p.m.**  
**EOC**

6:00 p.m.- 6:30 p.m. Welcome and Introduction/ Tour of Dispatch  
6:30 p.m.-7:00 p.m. The Roll of Dispatch  
7:00 p.m.- 8:00 p.m. Tour of Sheriff's Office/Jail  
8:00 p.m - 8:15 p.m 15 minute break  
8:15 p.m- 8:45 p.m. Community Oriented Policing Programs/Murphy  
8:45 p.m.- 10:00p.m. Law Enforcement Overview/Gilbert

**Class Two:** **Thursday, October 13,2005 6:00 p.m to 10:00 p.m.**  
**EOC**

6:00 p.m.-6:30 p.m. Welcome  
6:30 p.m.- 7:00 p.m. Utah County Jurisdictions  
7:00p.m-7:15 p.m 15 minute break  
7:15p.m. - 10:00 pm Telephone/CAD/Call taking/Run Cards/10-Code/Spillman System

**Class Three:** **Friday, October 14, 2005 6:00p.m. to 10:00p.m.**  
**EOC**

6:00 p.m.-6:30 p.m. Welcome  
6:30 p.m.- 7:00 p.m. Basic EMD Structure/Fire Dispatch  
7:00p.m-7:15 p.m 15 minute break  
7:15p.m. - 10:00 pm Legal Aspects/Stress Management/Scheduling/Environment

**Class Four:** **Saturday , October 15, 2005 6:00p.m. to 10:00p.m.**  
**EOC**

6:00 p.m.-6:30 p.m. Welcome  
6:30 p.m.- 7:00 p.m Public Safety Resources Introduction (K-9, S.A.R., SERT, etc.)  
7:00p.m-7:15 p.m 15 minute break  
7:15p.m. - 10:00 pm Public Safety Resources continued....

# Participant Application

## Citizen's Dispatch Academy



Candidates for the Utah County Sheriff's Office Dispatch Academy must be 21 years of age or older, live ,or work in Utah County. The candidates must have no felony convictions, or arrests within the past five years and have any current charges being tried or pending trial in any court, and should have no misdemeanor convictions or arrests within the last year, and have no current charges being tried or pending in any criminal court.

Candidates selected to attend will be notified by mail and/or telephone prior to the start of the academy.

*Academy session will be filled based on the order in which completed applications were received. When the class fills up, those who were not currently admitted will be given priority for the next academy session.*



## Utah County Sheriff's Office Citizen's Dispatch Academy Candidate Application

**Applicants must be 19 years or older.**

Name: \_\_\_\_\_

Address City/State: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Home Phone/ Cell Phone: \_\_\_\_\_

Education Level 1,2,3,4,5,6,7,8,9,10,11,12 13,14,15,16 +

Employed in Utah County      Yes   No

**Do you have any criminal conviction, or current criminal matters being tried or pending trial?**

**Yes   No   If yes, please**

**explain** \_\_\_\_\_

**Utah Driver's License Number** \_\_\_\_\_

**Occupation:** \_\_\_\_\_

**Briefly explain why you want to enroll in the Utah County Sheriff's Citizen's Dispatch Academy?** \_\_\_\_\_

**Name, address, and telephone number of emergency contact person**

\_\_\_\_\_

**Were you recommended or advised to apply to the academy?   Yes or No**

**If yes by whom?** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**I hereby certify that there are no willful misrepresentation, omissions, or falsification in the foregoing statements and answers to questions. I understand that any omission or false statements on this application will be cause for rejection for enrollment or dismissal from the Dispatch Academy. I understand that a rejection of enrollment may occur if I have any charges filed against me that are currently being tried or are pending in any criminal court. If selected for enrollment, I pledge the time commitment to attend. I understand that by signing this form I understand the above information authorizes the Utah County Sheriff's Office to conduct a criminal history check for purposes of admission to the academy.**



## Release From Liability

STATE OF Utah  
COUNTY OF Utah

In consideration of the permission given to me to participate in the Utah County Sheriff's Office Citizen's Dispatch Academy by Utah County Sheriff's Office, I, \_\_\_\_\_, assume all risk of personal injury or death and property damage or loss from whatever causes in connection with my participation in the Academy, and I will hold harmless the Sheriff's Office, and anyone for whose acts the Sheriff's Office may be liable, from all damages, claims, losses, demands, suits, judgments, costs, including reasonable attorney's fees, and expenses arising out of or resulting from my participation in the Academy. I fully understand and acknowledge that the work of the Sheriff's Office is inherently dangerous.

My undertakings and waivers in the Release from Liability are in consideration of being allowed to participate in the Academy.

Signed, this \_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_  
Signature

STATE OF UTAH  
COUNTY OF UTAH

SUBSCRIBED AND SWORN to before me this \_\_\_\_ day of \_\_\_\_\_  
Notary Public Stamp

Notary Public, State of Utah \_\_\_\_\_

Please return to:  
Utah County Sheriff's Office Training Coordinator

Sgt. J. Murphy/ Utah County Sheriff's Office  
3075 N Main Street, Spanish Fork Utah 84660

or Email to:  
ucso.joannm@state.ut.us